

UK Complaints Publication Report (1 Annex 1BR)

Bastion Insurance Company Limited

Reporting Period: 1st October 2022 to 31st March 2023

Product / service grouping	Number of complaints opened by volume of UK business		Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage closed in more than 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)							
Insurance and pure protection	0.38 per 1000 policies in force	0.89 per 1000 policies sold	616	472	17.5%	80.1%	2.3%	20.6%	Product Performance/ Features